The Bob house

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**TERMS, CONDITIONS AND POLICY**

Payment gateway charges will be deducted for refunds and cancellations.

Important Notice

1.Check-in time is 01:00 PM and check-out time is 11:00 AM . Subject to availability, early check-in and late check-out will be considered.

2.Extra Person charges – Rs. 1499 per person.

3.GST / Taxes charged extra and applicable as per government directives.

4.100 % advance Payment deposit at the time of Check in.

5.We do not accept personal Cheques for payment.

6.It is Mandatory for all customers and their visitor guests to share their ID cards. Foreign Nationals are required to present their passport and valid visa.

7. Gambling, Prostitution, contraband goods, drugs, etc – are all strictly prohibited within the hotel premises.

8.Outside food is not allowed in the hotel premises.

9.We do not allow Pets.(On request)

10.We do not allow visitors entry to guest room.

11.Tariff - subject to change without prior notice.

12.Amendment / changes of bookings is allowed until only 72 hours (3 days) prior to arrival. Request will be considered as per availability.

13.Children up-to 5 Years of age can stay free above 5-10 years will be charged 50% and above 10yrs as per extra adult rate.

14.The cancellation is free of charge 7 days prior to the date of arrival,

15.Disputes are subject to Pune Jurisdictation.

18.THE MANAGEMENT RESERVES THE RIGHT TO ADD, OR ALTER OR AMEND ANY OF THE ABOVE policy, TERMS, CONDITIONS AND RULES at any point of time without prior notice.

Hotel Policy & House Rules

1.Accommodation will only be provided to guests whose details are registered with hotel reception.

2.Guests will be provided with a room key only upon arrival and after completing the registration at the hotel’s reception desk.

3.Due to the fact that the hotel is located in a residential area it is required that guests, particularly those in groups are respective in regards to noise during the night.

4.Please note that the check-in and key-collection take place at the hotel Reception only.

5.Guests are required to show a photo identification upon check-in. Please note that all Special Requests are subject to availability and additional charges may apply.

6.It is forbidden to bring into the hotel flammable materials, explosives or firearms. Bringing or storing any products / items of combustible or hazardous nature and/or prohibited goods and/or goods of objectionable nature is strictly prohibited.

7.Subject to availability of the storage space, the guest customer can store luggage in the luggage room, at the their own sole risk as to loss or damage from any cause, Luggage may not be stored for a period of over 24 hrs.

8.Gambling, contraband / smuggled goods, prostitution, weapons, explosives, flammable objects, poisons, drugs, animals,

.9.For any Damage done to the hotel amenities, articles, furniture, property., etc., by or due to guests themselves or their visitor or any other person for whom they are responsible, guests will be held responsible and so must make up to pay and settle for such loss and damage in full as deemed appropriate by the management.

10.Visitors entry to the guests’ rooms strictly prohibited, however in case of exceptional circumstances the management may allow visitor to guest room only after having photo Identity proof documents and register entry at reception. Also customer’s signed approval and mandatory registration at the reception desk (leaving an identity card and personal details).

11.The hotel may deny further accommodation to a guest who does not prove to be decent and comply with the hotel policy and rules.

12.It is not allowed to cause any disturbance to other guests nor cause any nuisance or annoyance in the hotel premises. It is agreeably anticipated that guest will conduct themselves in a respectable, civilized and decent manner.

13.For Any Damage done to the hotel amenities, items or property, guests are liable to make up for the charges in full, and for the amount as seen appropriate by the management.

14.The Management will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings for any cause whatsoever.

15.The Guest shall be solely liable and responsible to the management, its other customers guests, invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused as a result of the guests' own negligence and non-observance of any hotel rules policy or instructions.

16.Using photographs and video's taken in the hotel for commercial or public purposes is illegal. Those who do so will be subject to prosecution.

17.The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith, Without previous notice and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of the default, the Management has the right to remove the Guest luggage and belongings from the room occupied by him/her.

18.Guest are requested to observe, abide by confirming to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

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THE BOB HOUSE RESORT Privacy Policy.

Purpose:

The purpose of this policy is to highlight the various obligations, best practices and tools that support compliance with data privacy regulations applicable to The Bob House Resort in its role as data controller and data processor, as applicable (if any).

Applicability:

This Privacy Policy is applicable to:

Everyone who accesses and uses [www.thebobhouseresorts.com](http://www.thebobhouseresorts.com) including but not limited to external legal entities in any form or manner

The Bob House customers who visit or stay at one of our properties

Third Party Service Providers or their representatives.

Collection and use of information:

The Bob House resort collect, process and retain Information about you when you visit our websites [www.thebobhouseresorts.com](http://www.thebobhouseresorts.com) when you stay in one of our hotels or enjoy any other services provided by THE BOB HOUSE. You provide us with Information, such as your name, email address, company Information, street address, telephone number and other contact and demographic Information when you make a reservation, web exclusive rates on [www.thebobhouseresorts.com](http://www.thebobhouseresorts.com)

You may also provide your Personal Information in connection with emails or messages, logging complaints, promotional offers and when you use any of our services.

Personal Information may include, but is not limited to:

Your name and physical address, email addresses and telephone numbers

Behavioural or demographic attributes, when tied to Personalidentifiers

Credit card or debit card numbers

Social media account ID or user ID, profile photo and other data you make available publicly or to us from your social media accounts, public platforms or other sources

Other similar Information.

Collection of your information

THE BOB HOUSE RESORT does not share, sell, rent or trade Personal Information collected through [www.thebobhouseresorts.com](http://www.thebobhouseresorts.com) or Information provided when staying in one of our hotels or enjoying any of the other services provided by The Bob House Hotels with Third Parties for their sole promotional purposes or as otherwise outlined in this Privacy Policy. The Bob House Hotels may share Information with Third Party Service Providers contracted to provide services on our behalf for processing Personal Information, to conduct marketing campaigns and related services. These Third Party Service Providers may only use the Information we provide to them as instructed by The Bob House Resort.

The Bob House Resort may disclose your Personal Information as we believe to be necessary or appropriate:

Under applicable law, including laws outside your country of residence

To comply with legal process

To respond to requests from public and government authorities, including public and government authorities outside your country of residence, for national security and/or law enforcement purposes

To enforce our Terms and Conditions and

To allow us to pursue available remedies or limit the damages that we may sustain

Withdrawing consent and restriction of processing:

You may request to withdraw consent to Personal Information data processing. You may also review, update, correct or delete Personal Information collected through the website or service by emailing us at [thebobhoueindia@gmail.com](mailto:thebobhoueindia@gmail.com). For users below the age of 16, consent should be provided by the holder of parental responsibility of the child.

All the complaint and information will be done under Pune Maharashtra juridictions only

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